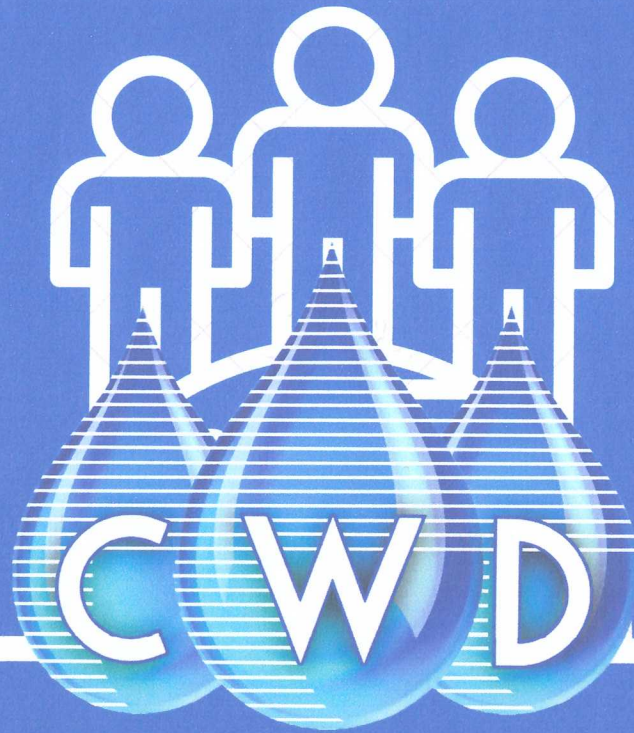
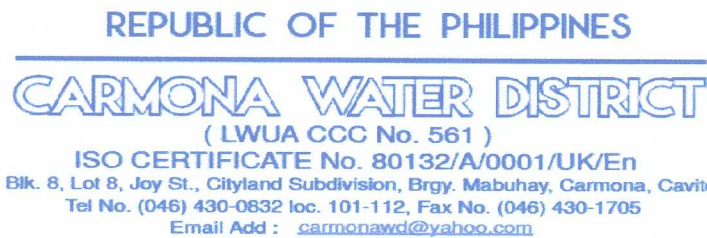


# **CARMONA WATER DISTRICT**



## **CITIZEN/ CLIENT SATISFACTION REPORT FY 2019**










**REPUBLIC OF THE PHILIPPINES**  
**CARMONA WATER DISTRICT**  
( LWUA CCC No. 561 )  
**ISO CERTIFICATE No. 80132/A/0001/UK/En**  
Blk. 8, Lot 8, Joy St., Cityland Subdivision, Brgy. Mabuhay, Carmona, Cavite  
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**Figure 1. Sample Answered Customer Feedback Form**

 Carmona Water District  
**CUSTOMER FEEDBACK FORM SUMMARY REPORT**

For the Month of: July, 2019

ITEMS	ANSWER				
	Service Application	Service Request	Payment	Others	
Dahilan ng pagdulog sa CWD Office	17	7	20	3	
<b>Uri ng Pagtitingkod</b>	Napakakataas	Mabalis	Mabagal	May Katagilian	Sotrang Bagal
1 Naasikaso ba namin kayo nang	19	26		1	
	Agad-agad	Sa loob ng 1 araw	Sa loob ng 2-3 araw	Sa loob ng 1 linggo	Wala pang aksyon
2 Ang idinulog ba ninyo sa amin ay nakasyunang/nasagot namin nang	30	8	8		
	Napakahusay	Mahusay	Tama lang	Masama	Napakatama
3 Ang pagtitingkod ng CWD ay	16	21	9		
<b>Uri ng Pagtitingkod ng Empleyado</b>	Napakahusay	Mahusay	Puwede Na	Masama	Napakatama
1 Kaalaman tungkol sa mga patakarang at sa tamang serbisyo ng CWD	16	29	1		
2 Pagiging mabait at magalang	26	19	1		
3 Kakayahang makapagbigay ng kalutasan sa idinudulog ng concessionaire	20	26			
4 Kaayusan at pananamit ng empleyado	29	15	1		
<b>Mga Pasilidad sa Loob ng Tanggapan</b>	Napakahusay	Mahusay	Puwede Na	Masama	Napakatama
1 Kalinisan at kaayusan	23	23			
2 Ilaw at bentilyasyon	26	20			
3 Sistema ng serbisyo (pila, first come-first served, atbp.)	24	22			
4 Information materials (brochures, leaflets, atbp.)	19	25	2		
<b>Mga Pasilidad sa Loob ng Tanggapan</b>			Oo	Hindi	Marahil
1 Panatag ba kayo na ligtas ang tubig na aming isinusuplay?			44		
2 Sapat ba ang pressure ng tubig sa inyong lugar?			38	5	
3 Ang inyo bang tubig ay laging malinaw at mabuti ang lasa?			39	4	
4 Kayo ba ay may suplay ng tubig sa loob ng 24/7?			37	4	
5 Kayo ba ay kontento sa aming serbisyo sa tubig?			37	2	2
6 Kayo ba ay kontento sa aming payment centers/office?			39		
7 Kayo ba ay may kamalayan sa mga programa at aktibidad ng CWD?			39	1	1
<b>Mga komento/papur/reklamo:</b>					
Walang komento/ papur/reklamo - 47					
Komento - 2					
1 Dapat may number tuwing lunes. Thank you.					
2 Dapat nagbibigay ng disconnection letter at napakataas ng singil					
Papuri- 1					
1 Good job					
Reklamo-0					

Prepared by: Tommy Ang  
Date: 8/2/19  
COM-CS-F16-00

Noted by: ROCELISA G. MANAWAN  
Date: 8/5/19


**Figure 2. Sample Customer Feedback Form Summary Report**





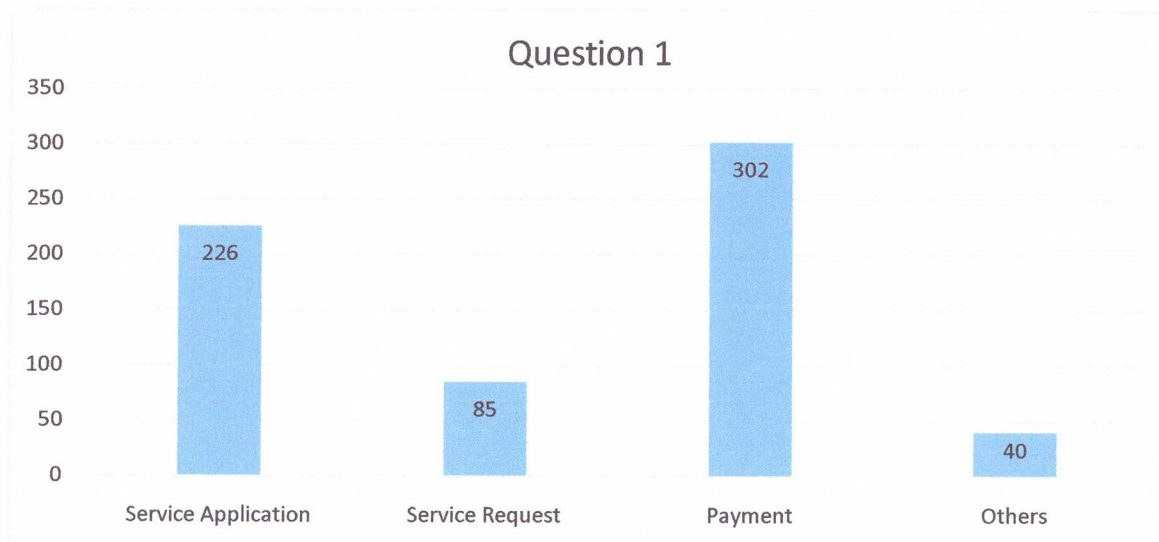
Summary Customer Feedback Form

Month	Year	No. of Feedback Forms	Satisfactory	Unsatisfactory
January	2019	29	94%	6%
February	2019	40	92%	8%
March	2019	84	95%	5%
April	2019	69	90%	10%
May	2019	58	95%	5%
June	2019	45	94%	6%
July	2019	47	98%	4%
August	2019	54	95%	5%
September	2019	56	98%	4%
October	2019	51	97%	3%
November	2019	55	98%	4%
December	2019	57	95%	5%

Prepared by:   
 Roselle C. Mantaron  
 SUS-Officer

Below are the tabulation of data per survey question:

**Question 1** *Dahilan ng pagdulog sa CWD Office*

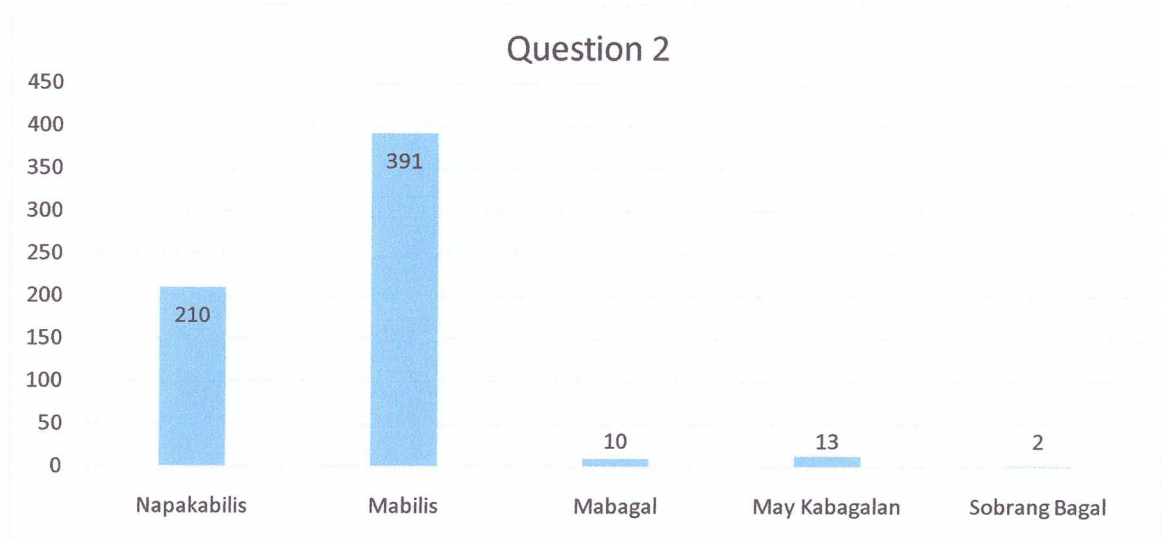


Data show that 302 or 46% of the concessionaires visited CWD Office for payment purposes. The second highest reason was Service application which is 226 or 35%. Third reason for visiting the office is for Service Request. Meanwhile, the



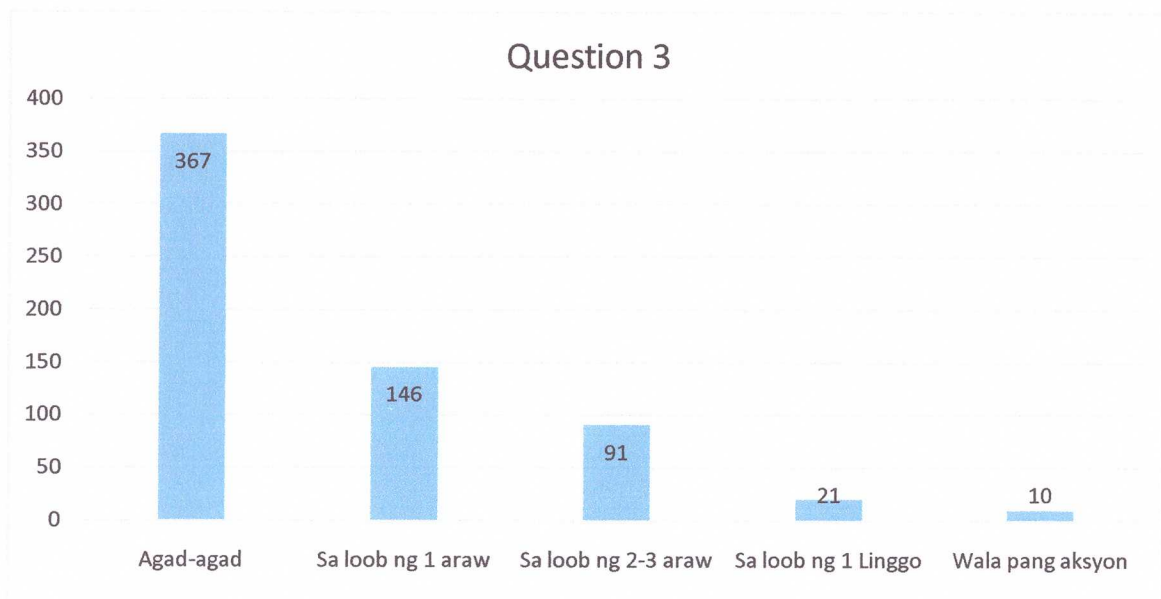
least reason was "Others" such as inquiries and request for reconnection/disconnection.

**Question 2** *Uri ng Paglilingkod – Naasikaso ba namin kayo nang...*



Data show that majority or 62% of the respondents answered that they were accommodated "fast" and even 34% were accommodated "very fast".

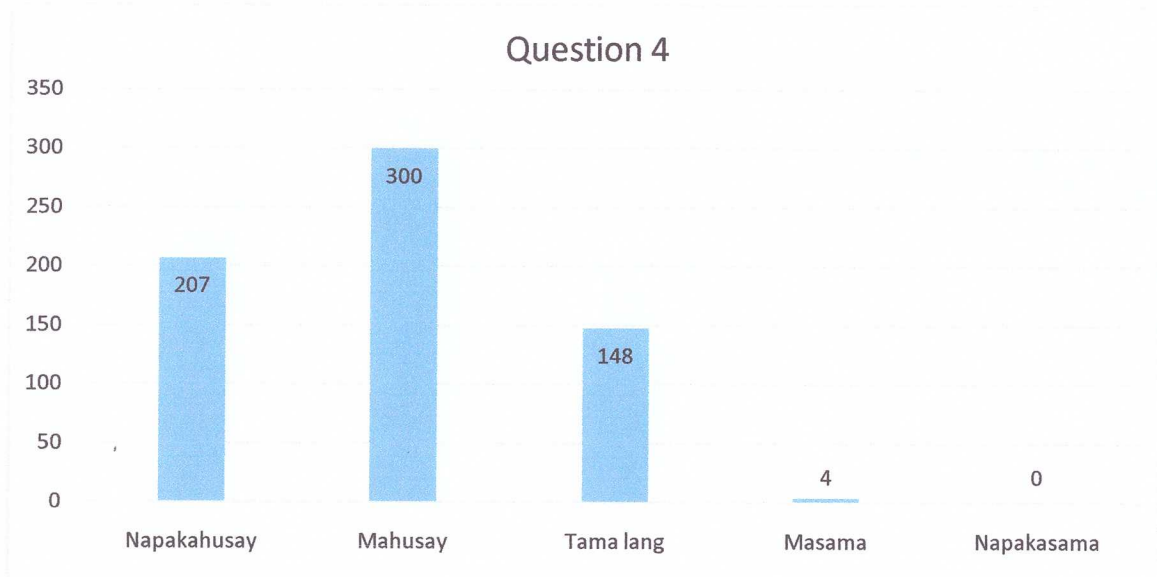
**Question 3** *Uri ng Paglilingkod – Ang idinulog ba ninyo sa amin ay naaksyunan/nasagot namin nang...*



Data show that majority or 58% of the concessionaires reason for visiting the CWD Office were addressed immediately.

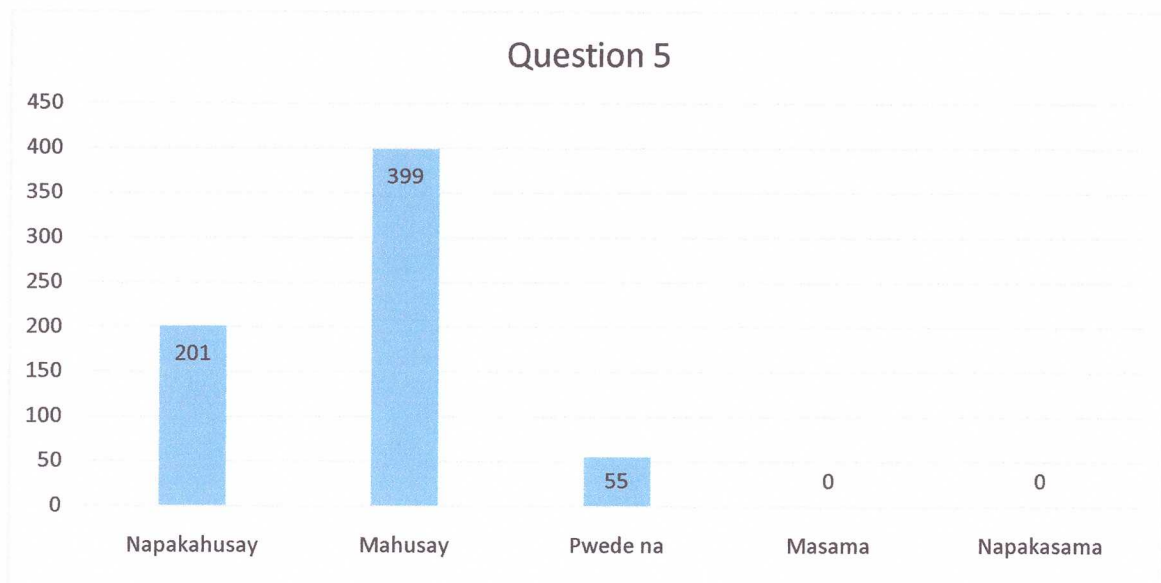


**Question 4** *Uri ng Paglilingkod – Ang paglilingkod ng CWD ay ...*



Data manifest that 46% of the respondents rated the quality of CWD service as "Mahusay" or Good. It was followed by "Napakahusay" or Very Good (31%) and "Tama Lang" or Just Fine (22%).

**Question 5** *Uri ng Paglilingkod ng Empleyado – Kaalaman tungkol sa mga patakaran at tamang serbisyo ng CWD...*

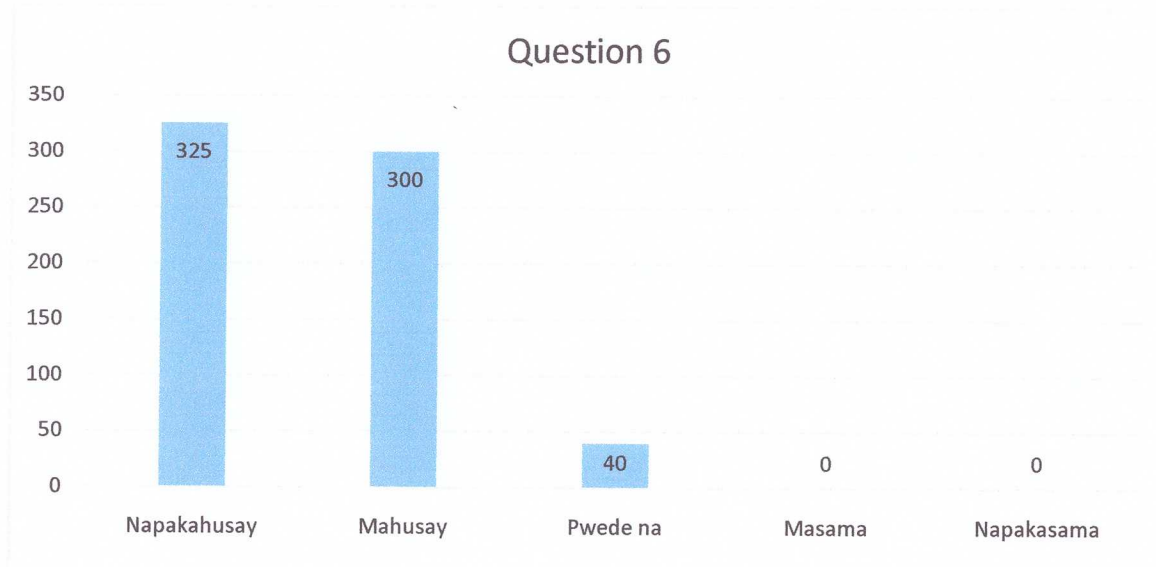


Data show that 61% of the respondents perceived that the CWD employee whom they interacted has "Good" knowledge of the agency's policies and services.



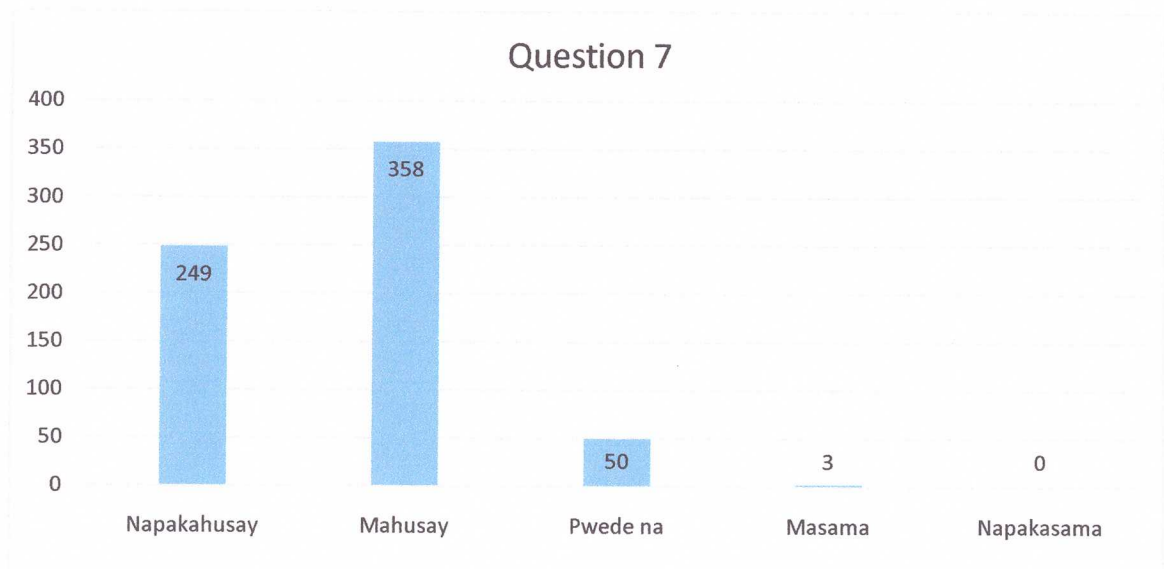


**Question 6** *Uri ng Paglilingkod ng Empleyado – Pagiging mabait at magalang*



Data signify that 49% and 45% of the respondents perceived that the CWD employees they interacted were kind and courteous.

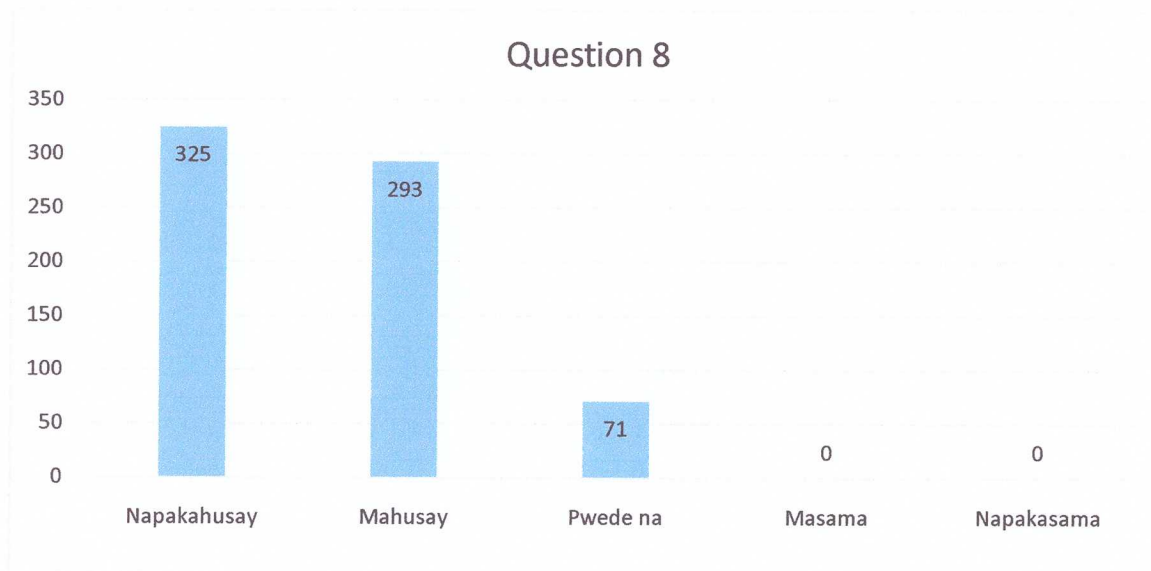
**Question 7** *Uri ng Paglilingkod ng Empleyado – Kakayahang makapagbigay ng kalutasan sa inyo ng dinudulog...*



Data show that 54% of the respondents answered that CWD employees' ability to solve their concerns were Good or "Mahusay". It was followed by "Napakahusay" which is 38% and "Pwedena" which is 7%. Meanwhile, there was 1% who rated "Napakasama".

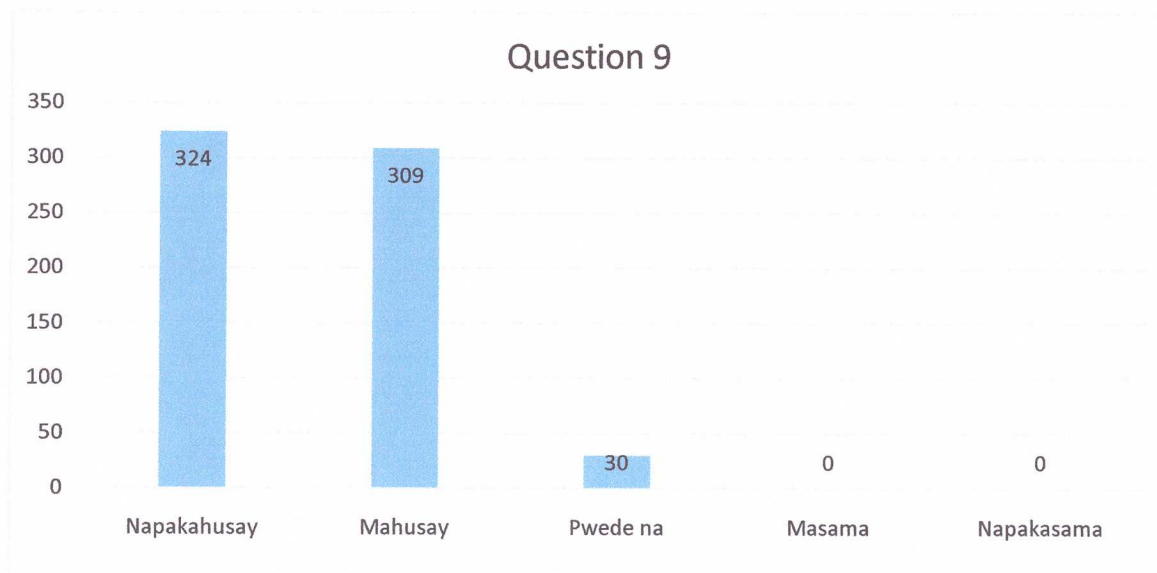


**Question 8** *Uri ng Paglilingkod ng Empleyado – Kaayusan ng pananamit*



Data show that 47% and 43% of the respondents answered that the CWD employees were appropriately clothed or presentable. Meanwhile, 10% perceived that the way of employees clothing were just acceptable.

**Question 9** *Mga Pasilidad sa Loob ng Tanggapan – Kalinisan at kaayusan*

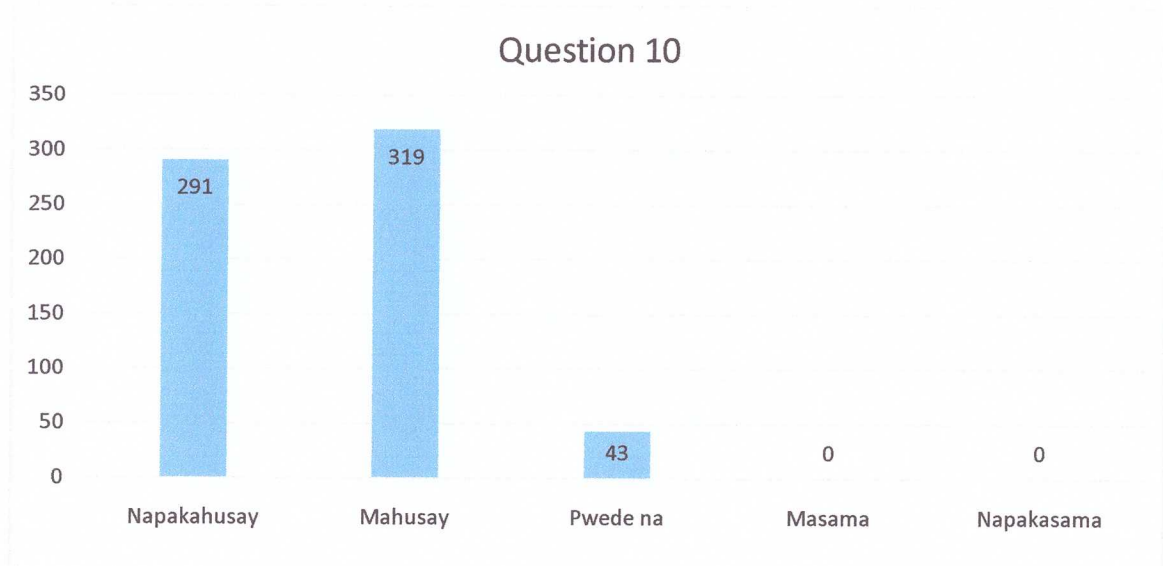


Data show that all of the respondents were satisfied with the cleanliness and orderliness of CWD Office. Nonetheless, the ratings were 49% "Napakahusay", 47% "Mahusay, and 4% "Pwede Na".



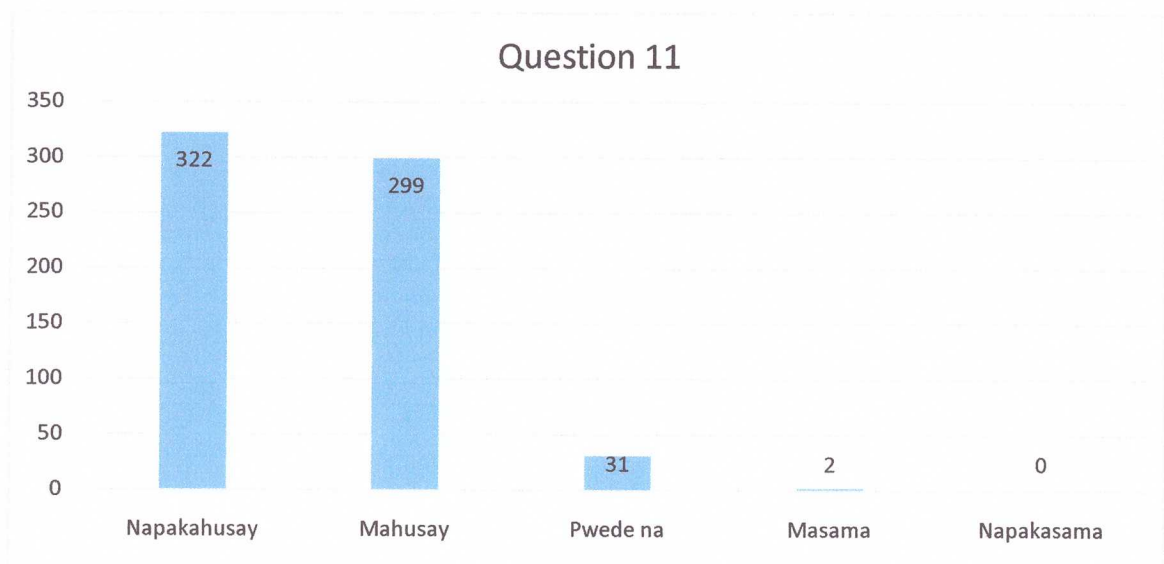


**Question 10** *Mga Pasilidad sa Loob ng Tanggapan – Ilaw at bentilasyon*



Data show that all of the respondents were also satisfied with the lighting and ventilation at CWD Office. The ratings were 49% "Mahusay", 45% "Napakahusay, and 6% "Pwede Na".

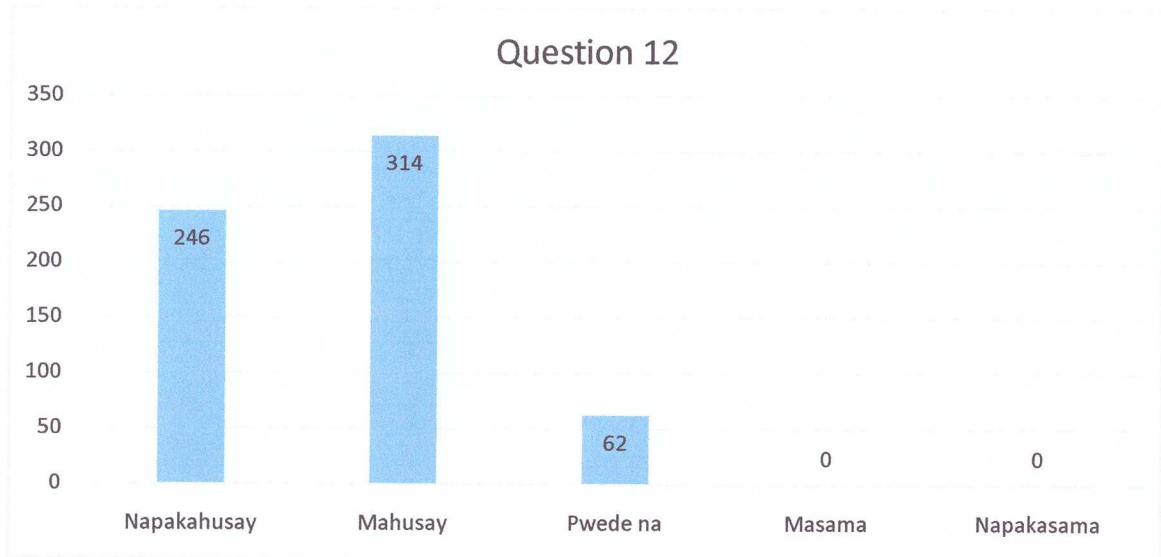
**Question 11** *Mga Pasilidad sa Loob ng Tanggapan – Sistema ng serbisyo (pila, first come-first served, atbp)*



Data indicate that 49% of the respondents said that the system of service in CWD Office is "Napakahusay" or Very Good. It was followed by "Mahusay" which is 46% and "Pwede Na" which is 4.7%. Meanwhile, there was 0.3% who rated "Masama". CWD would then plan how to address this rating.

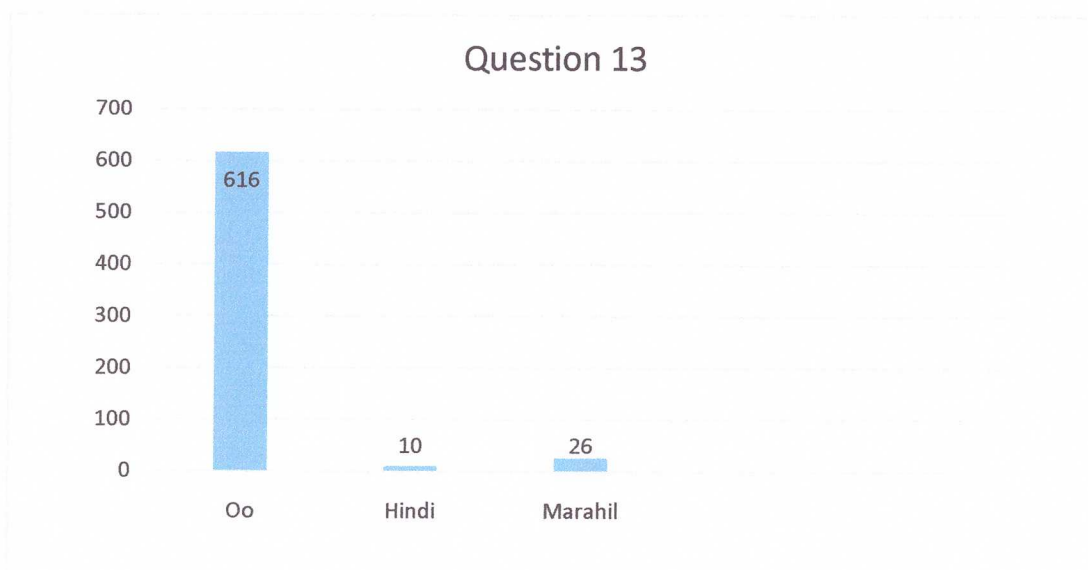


**Question 12** *Mga Pasilidad sa Loob ng Tanggapan – Information materials (brochures, leaflets, atbp.)*



Data shows that all of the respondents were satisfied with the information materials available at CWD Office. The ratings were 50% "Mahusay", 39% "Napakahusay, and 11% "Pwede Na".

**Question 13** *Karagdagang katanungan – Panatag ba kayo na ligtas ang tubig na aming isinusuplay?*

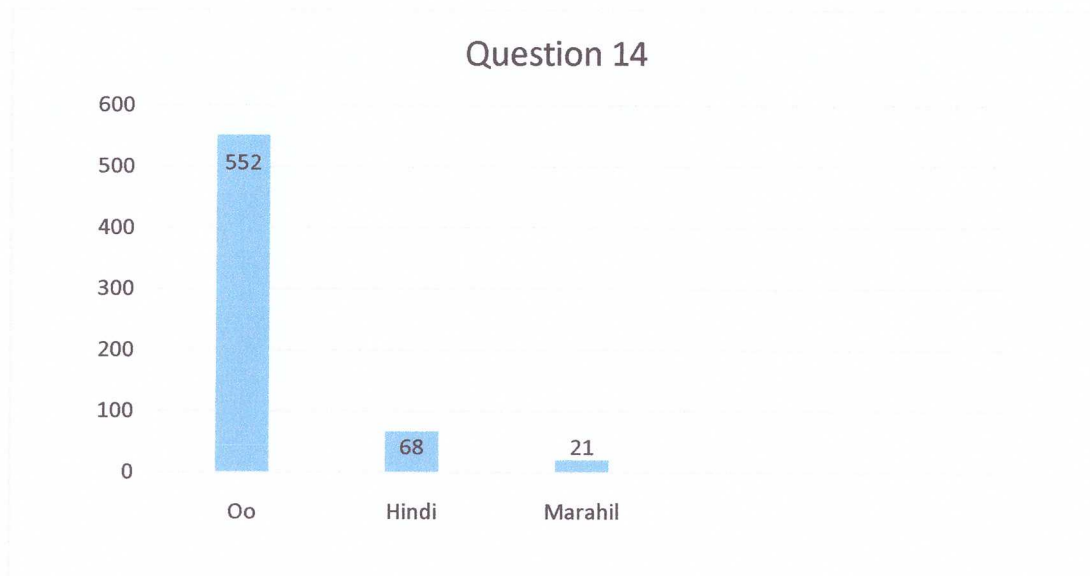






Data signify that majority or 94% of the respondents are assured that the water being supplied by CWD is safe and potable. Meanwhile, there was 4% who answered "Marahil" or Maybe and 2% who answered "Hindi" or No.

**Question 14** *Karagdagang katanungan– Sapat ba ang pressure ng tubig sa inyong lugar?*

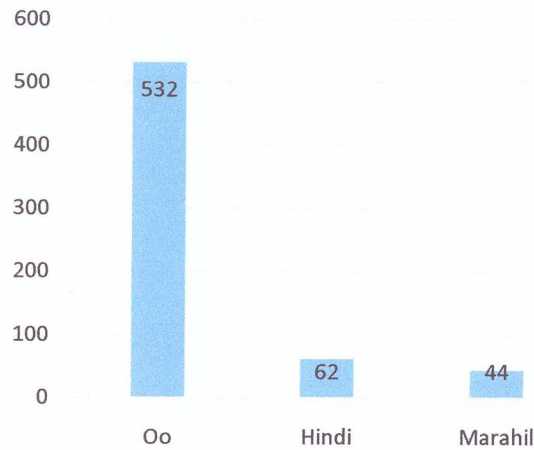


Data show that majority or 86% of the respondents are answered that they have enough water pressure in their area. Meanwhile, there was 10% who answered "Hindi" or No and 4% who answered "Marahil" or Maybe.

**Question 15** *Karagdagang katanungan– Ang inyo bang tubig ay lagging malinaw at mabuti ang lasa?*



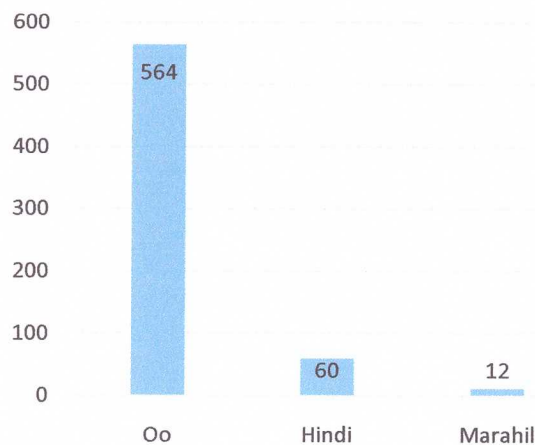
### Question 15



Data indicate that 83% of the respondents answered that the water quality in their area is clear and potable. Meanwhile, 10% answered No and 7% answered Maybe.

### Question 16 *Karagdagang katanungan- Kayo ba ay may suplay ng tubig sa loob ng 24/7?*

### Question 16



Data show that 89% of the respondents have 24/7 water supply in their area. On the hand, 9% answered No and 2% was unsure.





REPUBLIC OF THE PHILIPPINES

**CARMONA WATER DISTRICT**

( LWUA CCC No. 561 )

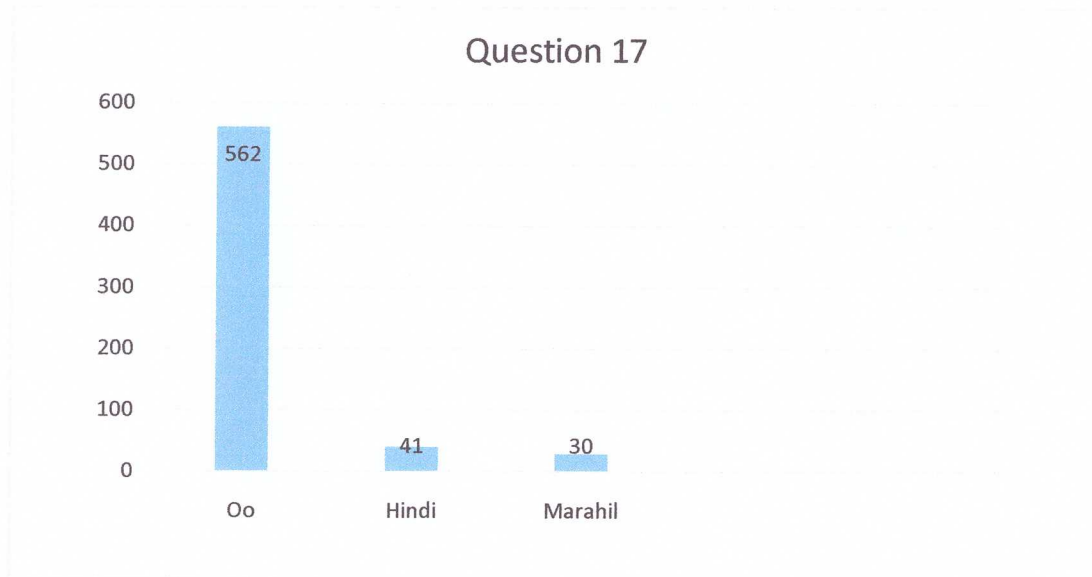
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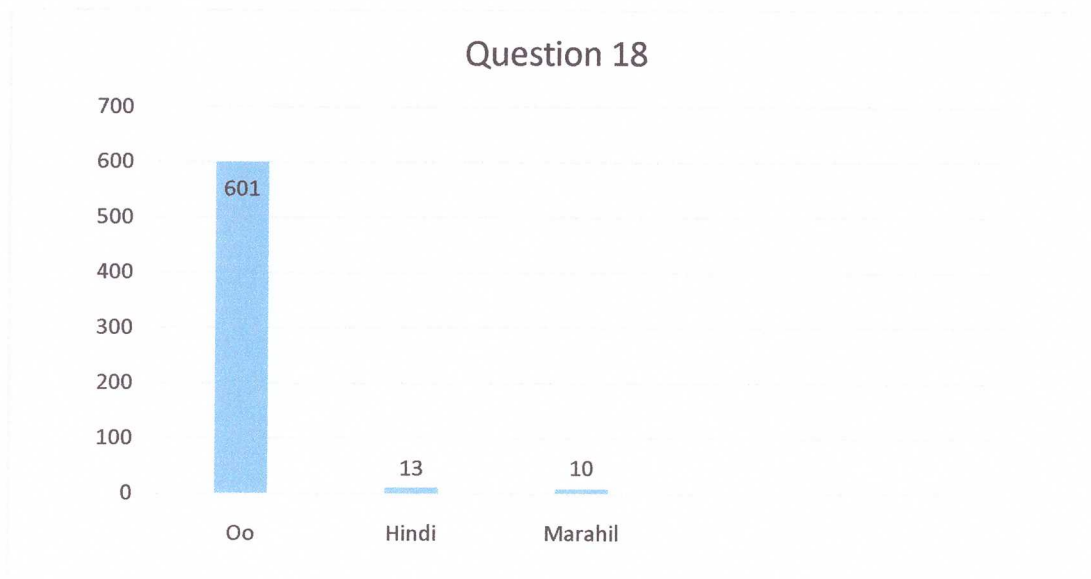
Email Add : [carmonawd@yahoo.com](mailto:carmonawd@yahoo.com)

**Question 17** *Karagdagang katanungan– Kayo ba ay kontento sa aming serbisyo sa tubig?*



Data signify that majority or 89% of the concessionaires are satisfied with CWD's water services. Meanwhile, there were 6% who answer No and 5% who answered Maybe.

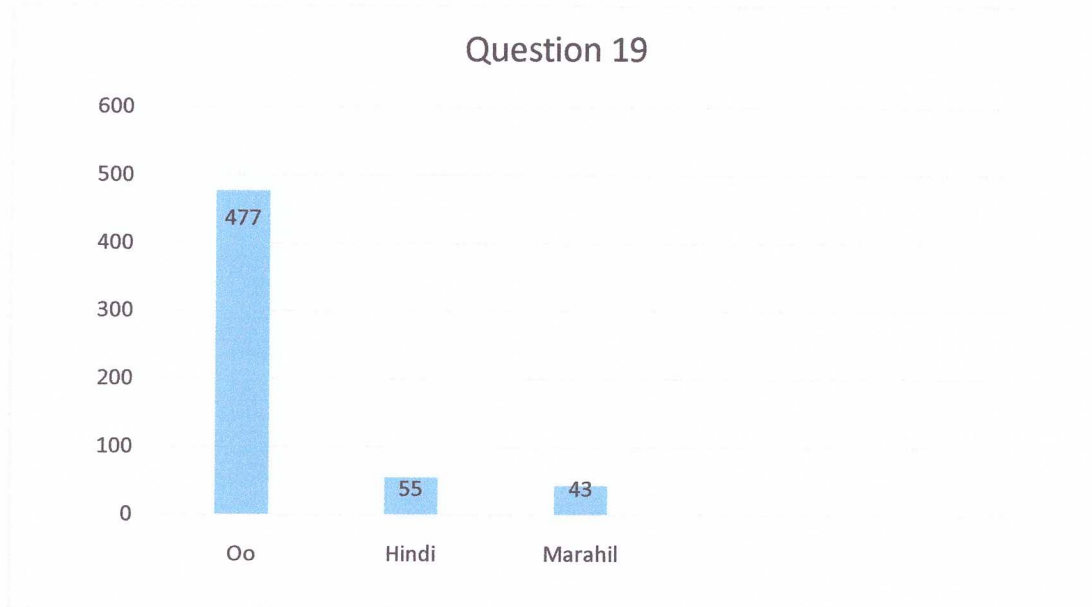
**Question 18** *Karagdagang katanungan– Kayo ba ay kontento sa aming payment centers/office?*



Data show that 96% of the respondents are contented with the payment centers/office of CWD. Meanwhile, there were 2% who said No and almost 2% also who said Maybe.



**Question 19** *Karagdagang katanungan– Kayo ba may kamalayan sa mga programa at aktibidad ng CWD?*



Data indicate that 83% of the respondents said they are aware about CWD's programs and activities. Meanwhile, 10% answered No and 7% answered Maybe.

## CONCLUSION

To determine the percentage of Customers Satisfaction and/or Dissatisfaction, the following computations were done:

Total Number of Customer Feedback Forms: **653**

**Part 1** – Questions with five answer choices (Questions 2 – 12). These questions are intended to measure the customers' satisfaction on CWD's service, employees' way of service, and office facilities. The first three answer options are deemed as "SATISFIED" while the remaining two options are considered "UNSATISFIED".

SATISFIED			UNSATISFIED	
Answer 1	Answer 2	Answer 3	Answer 4	Answer 5
3,607	3,428	631	43	12
<b>99%</b>			<b>1%</b>	

For Part 1, the total answers gathered were 7,181. Results show that 7,126 of or 99% of the respondents were Satisfied and only 55 or 1% were Unsatisfied.





**Part 2** – Questions with three answer choices (Questions 13 – 19). These questions are intended to measure the customers' satisfaction on CWD's water quality, payment options and programs and activities. The first answer option (OO) is deemed as "SATISFIED" while the remaining two options (HINDI, MARAHIL) are considered "UNSATISFIED".

<b>SATISFIED</b>	<b>UNSATISFIED</b>	
Answer 1	Answer 2	Answer 3
3,904	309	186
<b>89%</b>	<b>11%</b>	

For Part 2, the total answers gathered were 4,399. Results show that 89% of the concessionaires were Satisfied and 11% was Unsatisfied. With this, CWD shall pursue to further improve its water quality, payment options and information dissemination on programs and activities.

Combining the results of the two parts, the overall Satisfaction Rating of CWD concessionaires is 94% while the Dissatisfaction Rating is only 6%.

	<b>SATISFIED</b>	<b>UNSATISFIED</b>
Part 1	99%	1%
Part 2	89%	11%
<b>Overall</b>	<b>94%</b>	<b>6%</b>

Based on the results of the Citizen/Client Satisfaction Survey FY 2019, majority or 94% of CWD concessionaires are satisfied with the agency's services. However, the remaining 6% which is unsatisfied should not be ignored. CWD management shall continue to improve the quality of its services as well as its facilities to achieve 100% client satisfaction in the coming year.

### **C. Results of the Action Plan reported in the FY 2018 PBB**

For the year 2018, Carmona Water District received a total of four hundred eighty six (486) feedback forms collated and reviewed with 92.15% and 7.85% satisfactory and unsatisfactory result, respectively.

On the technical aspect, CWD reported the following results:

- Total of 182 water samples were taken for Bacteriological Test with no negative results
- Total of 14 water samples were taken for Physical and Chemical Test with no negative results
- Daily chlorine residual monitoring within the prescribed standard
- 19.55% on Non- Revenue Water
- Consistent monitoring of leakages and water meter calibration/accuracy
- Regular flushing of pipelines either institutional or by request




#### **D. Continuous improvement plan for FY 2020**

A continuous improvement plan is a set of activities designed to bring gradual, ongoing improvement to products, services, or processes through constant review, measurement, and action.

As an ISO Certified company since 2016, customer satisfaction is a major priority for CWD. For FY 2020, CWD management commits to continuously improve service to its concessionaires. Conduct of Customer Feedback Form survey will be more persistent and target more respondents. This way, measuring customer satisfaction would be more realistic. Further, the following actions will be carried out:

- Improve the Customer Feedback Form to make data easier to tabulate and analyze
- Utilize CWD's Facebook page/account as another way to let the concessionaires answer the Customer Feedback Form
- Discuss significant customer feedbacks during Weekly Staff Meeting to let the management be aware and suggest ideas for continual improvement
- Use the results gathered from the survey to address customer needs and expectations for the agency
- Use the gathered data to identify opportunities and implement changes to improve the agency's water services
- Consistent compliance to several performance targets such as but not limited to the ff:
  - Access to potable water
  - Reliability of the service
  - Adequacy
  - NRW
  - Potability
  - Customer Satisfaction
- Continuous adherence on the current/latest rules and regulations of various regulating agencies

**Prepared by:**  
  
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Public Relations Officer A  
February 24, 2020

**Approved by:**  
  
**ENGR. ANILINE B. FRANCIA**  
General Manager  
February 24, 2020